

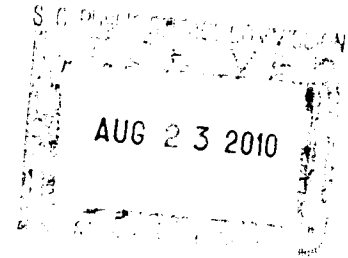
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CLARKSON, WALSH, TERRELL & COULTER, P.A.

ATTORNEYS AT LAW

N. Heyward Clarkson, III
hclarkson@clarksonwalsh.com
864-232-4400

August 17, 2010



Public Service Commission of South Carolina
101 Executive Center Dr., Suite 100
Columbia, SC 29210

RE: Complaint Form

Dear Sir/Madame:

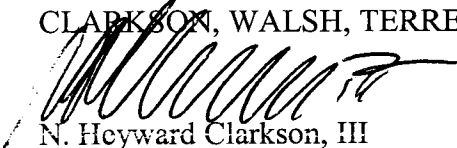
Enclosed is a Complaint for filing before the South Carolina Public Service Commission.
Please process the Complaint and notify me of a docket number.

Thank you for your attention to this matter.

Best wishes.

Yours very truly,

CLARKSON, WALSH, TERRELL & COULTER, P.A.



N. Heyward Clarkson, III

NHC/sea
Enclosure(s)



Complaint Form

Print

Date: August 16, 2010

Complainant or Legal Representative Information: * Required Fields

Name * Heyward Clarkson
Firm (if applicable) _____
Mailing Address * 100 Collins Creek Road
City, State Zip * Greenville, SC 29607 Phone * 864-288-4074
E-mail * hclarkson@clarksonwalsh.com

Name of Utility Involved in Complaint: * Duke Energy

NOTE: If AT&T is the utility involved, please complete the attachment located at the end of this form.

Type of Complaint (check appropriate box below.) *

- | | | | |
|---|--|--|---|
| <input type="checkbox"/> Billing Error/Adjustments | <input type="checkbox"/> Deposits and Credit Establishment | <input type="checkbox"/> Wrong Rate | <input type="checkbox"/> Refusal to Connect Service |
| <input type="checkbox"/> Disconnection of Service | <input type="checkbox"/> Payment Arrangements | <input type="checkbox"/> Water Quality | <input type="checkbox"/> Line Extension Issue |
| <input type="checkbox"/> Service Issue | <input type="checkbox"/> Meter Issue | | |
| <input checked="" type="checkbox"/> Other (be specific) <u>Refusal to address claim</u> | | | |

Have you contacted the Office of Regulatory Staff (ORS)? * ☐ Yes ☒ No **Name of ORS Contact:** _____

Concise Statement of Facts/Complaint: * (This section must be completed. Attach additional information to this page if necessary.)

On August 3, 2010 the Duke underground line to my house overloaded blowing out the security system and numerous electrical appliances. I was told by the technician who restored the service to file a claim with Duke Energy. I filed a claim on August 4, 2010 with Cheryl. She told me that some one from Speciality Risk Services would be touch within five days. I was given 1-800-541-0139 x 35815 to call. Having heard nothing after seven days I called SRS and spoke to Ashley Greer. She had never heard of my claim. My wife next called Duke and again filed a claim. Still having heard nothing I call Ashley again on August 13, 2010. She said she would take care of the situation and that someone would call me in the AM on August 16, 2010. No one called. I called Duke again and talked with Reggie at approximately 2:15 PM on August 16, 2010. Again he never heard of my claim. He then cut me off.

Having been given the runaround for 13 days, I filed a verbal complaint with ORS on August 16, 2010. Again I was told that some one would call.

Relief Requested: * (This section must be completed. Attach additional information to this page if necessary.)

Duke needs to replace all destroyed appliances, and pay for all damages. Damages include, but are not limited to, electrician and security company fees.

STATE OF SOUTH CAROLINA)
COUNTY OF Greenville)

VERIFICATION

I, Heyward Clarkson verify that I have read my complaint filed on 08/16/2010
Complainant's Name * Heyward Clarkson Date *

and know the contents thereof, and that said contents are true.

Heyward Clarkson
Complainant's Signature *

Internal Use Only

Processed By	Date
H.E.	